

USA Services - Misdirected E-mail
Agency/Program Information Template
GSA E-mail Management System (GEMS)

Please complete this template prior to testing the transmission of email misdirects to USA Services.

<i>Required Information</i>		<i>Definition</i>
General		
<i>Name of Agency:</i>		
<i>Name of Program:</i>		
<i>Technical Contact Name:</i>		This person will be contacted by Aspen technical staff to coordinate testing
<i>Technical Contact Phone Number and E-Mail Address:</i>		
<i>Program Contact Name</i>		This person will be the agency's primary liaison with GSA and Aspen.
<i>Program Contact Phone Number and E-Mail address</i>		
<i>Projected Volume:</i>		What is the expected monthly and weekly volume?
<i>Desired Go Live Date:</i>		This is the date the agency would like to begin directing E-Mail to GEMS. Actual live date will occur 10 business days after receipt of all requested information. Technical testing will commence during this 10 business day timeframe.
Technical		
<i>E-Mail Address of Your Agency's New Central Misdirected E-Mail Box</i>		This is the e-mail address of the central mailbox to which all employees within an agency can forward their misdirected messages. These messages are, in turn, forwarded on to USA Services for processing. (For example, GSA employees can forward their misdirected e-mail to notgsa@gsa.gov. SBA's employees can forward theirs to notsba@sba.gov.) This box can have a rule/program that automatically forwards the e-mail to USA Services. Or, your agency may chose to have someone manually forward these messages to USA Services, which would allow for prior review by someone in your agency.
<i>Agency Domain:</i>		This is the internet domain used by the agency (e.g. firstgov.gov). The domain will be used to determine which block of IP addresses should be granted firewall access.
<i>Domain Name of Third Party Which Hosts Your Agency's E-Mail Servers (if applicable)</i>		This is the internet domain of the third party which hosts your agency's e-mail servers (e.g. att.com). The domain will be used to determine the IP address block to provide firewall access. Note: Many agencies do not have a third party which hosts their e-mail servers.
<i>Receiving mailbox at USA Services for Your Agency's Misdirected E-Mail</i>		This is the e-mail address at USA Services to which your central misdirected e-mail box will send your agency's misdirected e-mail. Note: This will not be operational until USA Services has your Agency Domain information (see block above).
<i>Internal Agency E-Mail Address(es) for <u>Incorrectly</u> Forwarded E-mails:</i>		Sometimes agencies forward E-Mail that is, in fact, within their realm of responsibility. In this case, GEMS requires a separate E-Mail address for re-routing. We suggest "yesXXX@XXX.gov" (with the XXX being the agency acronym or agency name). For example "yesdoc@doc.gov".